
Minutes

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Minutes of a meeting of the London TravelWatch Governance Committee held at Dexter House, London EC3N on 27 November 2012, 10.00 hrs - 11.20 hrs

Present:

David Barry (DB)

Gail Engert (GE)

David Leibling (DL)

Stephen Locke (SL)

Acting Chair

Chair Designate

Tim Bellenger (TB)

Tom Campling (TC)

Gytha Chinweze (GC)

Janet Cooke (JC)

Richard Freeston-Clough (RF-C)

Sharon Malley (SM)

Director, Policy and Investigation

Project Officer (item 7)

Executive Assistant (job share)

Chief Executive

Communications Officer (item 7)

Executive Assistant (job share) (items 8 -10)

1 Apologies for absence

Apologies for absence had been received from Terry Bennett and Sophia Lambert, and the Senior Finance Officer had sent apologies in respect of item 5. Stephen Locke was formally welcomed as an observer to the meeting prior to taking up his appointment as Chair on 1 December 2012.

2 Minutes of the meeting held on 30 October 2012

The minutes of the meeting held on 30 October 2012 were agreed as a correct record of the meeting, subject to amending item 4 to note that the Chair had attended the Croxley Link Transport and Works Act (TWA) Enquiry.

3 Matters Arising

It was confirmed that the Board meeting in January 2013 would be held at City Hall. It was also confirmed that all other actions from the last meeting were in hand or had already been completed.

4 Chair's Report

The Chair said he would give a full report on his activities at the Board meeting to be held later on in the day.

Action: DL

5 Finance Report

Members discussed the report briefly and noted that the forecast revenue result for the 2012/13 financial year remained unchanged at £40,000 and also that the cash flow position should be easier for the remainder of 2012/13.

6 Chief Executive's Report

JC presented her report giving updates on organisational matters including Christmas and New Year working arrangements, staffing issues, a recent fire drill and a temporary service disruption to IT which had occurred earlier in the month.

Members noted the report and asked JC to congratulate the Finance Officer who had recently passed the level 3 exam of the Association of Accounting Technicians.

Action: JC

7 Knowledge Management – Data Retention Policy

RF-C and TC presented a report which updated members on progress with London TravelWatch's data retention policy which was being developed as part of a Knowledge Management project. Following discussion, members noted the report.

8 Update on Risk

SM presented a report updating members on London TravelWatch's current risk register, the categories of risk and how the impact of risk was measured. She confirmed that the risk register was reviewed monthly at a meeting of the senior management team and, in addition, risk assessments were carried out for individual projects to identify issues that might compromise the organisation and to propose mitigation measures for these. She added that the organisation remained risk aware and that risk was mainstreamed within decision-making by staff in the organisation as a whole.

Members were informed that the Chair, Chief Executive and Executive Assistant had met in November to amend the risk register. They had revised down risks

where the impact was now reduced. Members endorsed the amendments to the risk register.

9 Update on Business Continuity

SM presented the report and provided an update on London TravelWatch's current business continuity plan. Members were reminded that the plan needed to be substantially streamlined to make it more accessible as it was a very long document. The revised version would include more guidance on dealing with medium risk incidents specifically those associated with IT failure and failure of the telephone system. In addition, the plan needed to be updated to reflect the fact that London TravelWatch had moved premises, restructured its staffing and changed several of its providers this year.

It was agreed that the overall revision of the document would be carried out by the end of this financial year but that an update of the contact information held offsite for premises, people and providers will be done before the office Christmas close down on 24 December 2012. Also, a formal business continuity test will be planned for next year.

A staff workshop would be held on 18 December 2012 on business continuity to ensure that staff are fully engaged with business continuity and this remains embedded in the culture of the organisation. It would also meet the need to hold one whole staff workshop on risk every year in accordance with the recommendations made following the GLA's internal audit of our systems for managing risk.

Action GC/SM

10 Any other business of which advance notice has been given

Members asked for all outstanding minutes to be brought to the Transport Services Committee meeting on 11 December 2012 for approval so they could be signed off before the new members commence their term.

Action: GC/SM

Members asked for a brief summary report to be brought to the Transport Services Committee on 11 December 2012 to update them on the Harrow Transport Users' passenger engagement event.

Action: RF-C

It was noted that London TravelWatch's rules of procedure required the Board at its first meeting each calendar year to appoint members to serve for the ensuing twelve months on such Committees and other subsidiary bodies as may then be in existence. Accordingly the Governance Committee would usually consider

this matter informally at the last meeting of the preceding calendar year so that a paper could be approved at the following Board meeting.

It was agreed that all members of the new Board would continue to serve on all of the Committees in 2013 subject to any review of London TravelWatch's governance arrangements that might take place during the year.

Action: SL